



CITY OF PEABODY

HUMAN RESOURCES DEPARTMENT

CITY HALL, 24 LOWELL STREET, PEABODY, MA 01960

Phone: (978) 538-5723/5721

BETH BRENNAN O'DONNELL
Human Resources Director

CATHY TROMBLEY
Benefits Manager

KELLY BLOOM
Human Resources Assistant

TARA LEJEUNE
Human Resources Assistant

JOB POSTING POLICE DEPARTMENT INFORMATION TECHNOLOGY SPECIALIST

Job Title: Information Technology Specialist

Schedule: Full-time, 40 hours per week., Monday through Friday, days
Police operate 7 days a week, 24 hours per day, this position may be called upon to be available, as needed, beyond normal hours.

Location: Peabody Police Department, 6 Allens Lane, Peabody, MA

Pay Rate: \$59,230 - \$64,230 (ordinance max) DOQ (education, experience, and certifications)

The City of Peabody seeks interested, qualified and motivated candidates for the position of Police Department Information Technology Specialist.

Summary of Position Responsibilities:

The Information Technology Specialist at the Peabody Police Department will work with broad discretion in the support of the smooth and efficient delivery of technology services to meet Police Department requirements. The IT Specialist assumes a leadership role in the delivery and support of technology resources; evaluating overall system security, performance, utilization and capacity.

Essential Duties and Responsibilities:

Under the supervision of the Police Chief or his or her designee, the IT Specialist will serve as a technical specialist for the development, implementation, management and support of systems and networks in use by the Peabody Police Department, Criminal Justice Information Services (CJIS), Massachusetts Statewide Emergency Telecommunications Board (SETB) and other entities as well as any future systems and technology requirements.

- Provides front line support in a timely manner to Police Department employees for all technology related issues by performing technical assistance and IT problem resolution activities.
- Creates, implements, documents, and maintains procedures related to the Police Department's information systems.
- Assists the central station and remote staff with troubleshooting IT questions and software issues for software used within the Police Department and for minor network issues.
- Assists users of the software to learn and make decisions on how to access and utilize software of the department.
- Procures new computers/laptops/user accounts/email accounts/telephones for employees.

- Assists with purchasing of equipment, including making recommendations and locating vendors and competitive pricing. Contact, coordinate and supervise vendors and other external parties, as directed, to ensure the smooth distribution and support of the technology investment.
- Maintain records of inventory related to technology services and purchasing activities.
- Maintains licensing information, and inventories of the Police Department's computer and network hardware and software. Ensures that the licensed software on the network is current.
- Provides OS and application-level support; provides software installation; secure e-mail usage and configuration; ensure backup procedures and other support functions.
- Develops, deploys, and maintains appropriate anti-virus practices and procedures.
- Implements, and maintains effective security measures with regard to both internal and external access to the City's network resources.
- Assists in the development and implementation of disaster recovery plans and procedures.
- Labels and maps all LANs, workstations, and printers.
- Manages user accounts, access privileges, system policies and logs consistent with established policies.
- Participates in the maintenance of the Police Department Web sites and social media accounts.
- Provides support and oversight of body camera technology.
- Provides advice in technology planning to ensure organizational operational goals will be met. Remain current on emergent technologies and recommend proper utilization.
- Supports IT resources through the evaluation, repair, upgrade, or replacement, as appropriate, of equipment and / or systems; evaluate need, acquire, and distribute technology resources.
- Monitors, documents, and maintains complex network systems (routers, bridges, etc.); evaluate and recommend appropriate configuration standards.
- Monitors, documents, and maintains complex communications protocols (tcp/ip, smnp, smtp, etc.); evaluate and recommend appropriate configuration standards.
- Monitor, document, and maintain nodes, interfaces, supplemental services (modem pool, vpn, etc.); evaluate and recommend appropriate configuration standards.
- Participates in the development of appropriate policies and recommend procedures to ensure department requirements are met related to the maintenance of the Police Department's information systems.
- Evaluates the need, plan, conduct or arrange for appropriate training and staff development.
- Performs similar or related work as required, directed or as the situation dictates.

Qualifications:

Associate degree in computer science or related field preferred; three (3) years of progressively responsible experience in computer installation, help desk and networking. Demonstrated experience with a broad range of: operating systems, components, and applications; workstation and peripheral configurations and applications. CTIA A+ certification preferred; Network+, MCP preferred; VMS and solid Microsoft Office experience preferred. An equivalent combination of relevant coursework, technical certification(s) and experience which demonstrates the capacity required will be considered. A thorough background check to include drug screening and a physical will be required prior to employment. Help desk experience and customer service skills essential.

Must maintain strict confidentiality, consistent with applicable Police Department requirements and City, State and Federal requirements. Must possess a thorough understanding of technology ethics. The position holder must maintain status as free of incidents that would prohibit access to Police information and confidential information. The Specialist will advise, interact and consult with all levels of staff and therefore must communicate clearly, effectively and appropriately with a variety of employees and others, both orally and in written form. Regular attendance in-person at the workplace is required. Ability to input and retrieve information from a computer; operate all computers and peripherals, telephone, power and hand tools, and other standard office equipment; use of hands and fingers is required. Verbal interaction requires hearing in normal conversation and on phone without impediment. Requires vision for reading accurately from a variety of texts, written reports, and computer monitors. May require lifting of up to 25 pounds. Work is performed under typical office conditions; the noise level is usually moderate. May be required to perform duties of the position at the department satellite stations.

Posting Date: October 26, 2023

How to apply: Qualified candidates please apply by submitting a cover letter and resume by the preferred application date of Friday, November 17, 2023, at 12:30 PM. Position to remain open until filled. Candidates will be considered as applications are received. Apply to the Human Resources Department at City Hall, 24 Lowell Street; via email to hr@peabody-ma.gov; or by fax 978-278-1544. Application is available online at: <https://www.peabody-ma.gov/hr/JobApplication.pdf> . The City of Peabody is an EOE.